

<b>Effingham Health System</b>	<b>Operational Policy</b>  Title: Collections Close & Return Policy Department: Finance Section: Collections	Review Date: 03/07/2024  Page 1 of 1
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### **Policy Statement**

It shall be the policy of Effingham Health System that all patient liability turned over to a collection agency will be collected/ pursued by the collection agency in the same manner regardless of original payer source. Patients are assigned to the appropriate Collection Agency based on Financial Class.

### **Procedure:**

The collection agency will apply the same standards of collection to Medicare and non-Medicare patients.

If after reasonable and customary attempts are made to collect, and the balance remains unsatisfied after 12 months from the date of the last payment, the debt may be deemed uncollectible. All debts deemed uncollectible are listed in writing upon return to Effingham Health System.

The collection agency shall close and return all accounts that have no payment activity for a period of 12 months or greater.

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Original Implementation Date: 10/01/2007  
Past Revised Date(s): 07/01/2008, 01/01/2015, 04/01/2016  
Past Reviewed Date(s): 04/01/2018, 03/20/2019, 03/30/2021, 03/31/2022,  
03/07/2023

Cross Reference(s):  
Attachment(s):